



**213A**  
**EDU**

## C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

### Notification of Complaints

#### Provider

Provider Name	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	<a href="#">P01</a> <a href="#">P01</a> : <a href="#">P03</a> <a href="#">P01</a> <a href="#">P01</a> : <a href="#">P03</a>



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

The email complaint was made on Wednesday 30th June 2021 at 9:37pm. NS **P01** received and reviewed it on Thursday 1st July at 7:30am. Arrival to the service.

After reading the email NS responded to the email and also informed **P01** who is the RL of the Preschool 1 room in which **P01** attends. **P01** mentioned she changed **P01**'s soiled clothing at 2:10pm, wiped down his legs in which there were no visual bruising at this time.

I spoke to **P01** who also was within the Preschool 2 room in which she didn't see or hear **P01** fall throughout the afternoon just that he was playing on the decking with his peers and sitting at the table for activities until dad (**P01**) collected in the afternoon at 4:25pm.

**P01** was the other educator in the room throughout the day in which she also mentioned she didn't see **P01** fall throughout the day.

Moving forward NS has requested CCTV Footage from 30/6/2021 from higher management, educators will write witness statements and we are looking at revising our supervision plan for the afternoons based on ratios, children, space to limit the area.

NS has also followed up with a phone conversation with **P01** (dad) on 01/07/2021 to inform him of our steps moving forward. **P01** understands accidents happen, children get bruising he would just like to ensure the environment is safe and we are aware of the incident.

Please upload any relevant documentation

Communcations.pdf

Email communications

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

**P01 P01**

Phone Number

**P03**

Email Address

**P03**